

Norstan Network Services, Inc.

NORSTAN NETWORK SERVICES, INC.

Kentucky Tariff PSC No. 1  
1st Revised Title Page  
Cancels Original Title Page

THIS TARIFF CONTAINS THE REGULATIONS AND RATES APPLICABLE FOR THE RESALE OF INTERCITY TELECOMMUNICATIONS SERVICES PROVIDED BY NORSTAN NETWORK SERVICES, INC. WITHIN THE STATE OF KENTUCKY. THIS TARIFF IS ON FILE WITH THE PUBLIC SERVICES COMMISSION OF KENTUCKY. THIS TARIFF GOVERNS THE RESALE OF INBOUND AND (N) OUTBOUND LONG DISTANCE SERVICES WITHIN THE STATE OF KENTUCKY BY | RESALE OF SPRINT AND AT&T SERVICES. (N)

Concurring Carriers

- None -

Connecting Carriers

- None -

Other Participating Carriers

- None -

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
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PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

BY: *Shirley Deller*  
PUBLIC SERVICE COMMISSION MANAGER

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ISSUED BY: **NORSTAN NETWORK SERVICES, INC.**  
Ervin F. Kamm Jr., President  
6900 Wedgwood Road, Maple Grove, MN 55311

CHECK SHEET

<u>Page</u>	<u>Revision</u>	<u>Page</u>	<u>Revision</u>
Title	1st Revised	*35	2nd Revised
*1	2nd Revised	36	1st Revised
2	1st Revised	37	1st Revised
3	Original	38	1st Revised
4	Original	39	1st Revised
*5	2nd Revised	40	1st Revised
*6	2nd Revised	41	1st Revised
7	Original	42	1st Revised
8	Original	43	1st Revised
9	Original	44	1st Revised
10	1st Revised	*45	2nd Revised
11	1st Revised	46	1st Revised
12	Original	*46.1	1st Revised
13	1st Revised	47	1st Revised
14	1st Revised	48	1st Revised
15	Original	49	1st Revised
16	1st Revised	50	1st Revised
17	1st Revised	51	1st Revised
18	1st Revised	52	1st Revised
19	1st Revised	53	1st Revised
*20	2nd Revised	*54	2nd Revised
21	1st Revised	*55	2nd Revised
22	1st Revised	*56	2nd Revised
23	Original	*57	2nd Revised
24	Original	*57.1	1st Revised
25	1st Revised	*57.2	1st Revised
26	1st Revised	*57.3	1st Revised
27	1st Revised	*58	2nd Revised
28	Original	*59	2nd Revised
29	1st Revised	*60	2nd Revised
30	1st Revised	*61	1st Revised
31	1st Revised		
31.1	Original		
32	1st Revised		
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34	Original		

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PURSUANT TO 807 KAR 5011,  
SECTION 9(1) (T)

BY: Jordan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

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**TABLE OF CONTENTS**

	<u>Page</u>	
Check Sheet	1	
Table of Contents	2	
Explanation of Symbols	3	
Application of Tariff	4	
Territory	5	
Terms and Conditions	7	
Service and Rate Descriptions		
Outbound and Inbound Service	45	(T)
Private Line Service	47	
VNS Services	48	(T)
Card Service	51	(T)
Directory Assistance	51	
Operator Service	52	
Rates		
Promotional Offerings	53	
Monthly Recurring and Installation Charges	53	
Directory Assistance	53	
Operator Services	54	
VNS Services	54	(T)
Card Service	56	(T)
Outbound and Inbound Service	57	(T)
Private Line Services	58	
Optima Volume Discounts	60	

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**EXPLANATION OF SYMBOLS**

When changes are made on any tariff page, a revised page will be issued canceling the tariff page affected; such changes will be identified through the use of the following symbols:

- (C) - To signify a changed regulation or rate.
- (D) - To signify a discontinued rate or regulation or text.
- (I) - To signify an increase.
- (M) - To signify matter relocated with no change.
- (N) - To signify a new rate, regulation and/or text.
- (R) - To signify a reduction.
- (T) - To signify a change in text but no change in rate or regulation.
- (Z) - To signify a correction.

The above symbols will apply except where additional symbols are identified at the bottom of an individual page.

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BY: *George H. Hall*  
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1. APPLICATION OF TARIFF

This tariff applies to the resale of telecommunication services furnished by Norstan Network Services, Inc. ("Carrier") between and among all points within the State of Kentucky in accordance with the conditions which are set forth below.

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2. TERRITORY

Intercity Telecommunications Services are available for origination and termination within the State of Kentucky.

2.1 Outbound Service

Dedicated - *Optima Plus™* (T)  
*Classic Plus™* (T)

.1 Dedicated outbound connections are available for origination in LATA's where Carrier's Underlying Carrier(s) has a Point Of Presence ("POP").

Switched - *Optima One®* (T)  
*Classic One®* (T)

.2 Switched outbound is available for origination from areas that are served by end offices to which the Carrier's Underlying Carrier(s) are connected by Feature Group D Circuits.

2.2 Inbound Service

Dedicated - *Optima 800 Plus™* (T)  
*Classic 800 Plus™* (T)

Dedicated 800 Service terminated through dedicated facilities is available for termination in the LATAs where Carrier's Underlying Carrier(s) has a Point Of Presence ("POP") and may originate from any point within the State of Kentucky.

Switched - *Optima 800®* (T)  
*Classic 800®* (T)

.1 Switched 800 Service terminated through switched (shared) facilities is available for termination to all end offices and may originate from any point within the State of Kentucky.

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2. TERRITORY (Continued)

2.3 Virtual Network Service

*Optima VNS™*

(T)

.1 VNS On-Net to On-Net

VNS On-Net to On-Net is available for origination in LATAs where Carrier's Underlying Carrier(s) has a Point Of Presence ("POP").

.2 VNS On-Net to Off-Net

VNS On-Net to Off-Net is only available at locations which either originate or terminate VNS On-Net to On-Net calls.

.3 VNS Off-Net to On-Net

VNS Off-Net to On-Net is available for origination from any location within the State of Kentucky.

.4 VNS Off-Net to Off-Net

VNS Off-Net to Off-Net is available for origination from any point within the State of Kentucky.

2.4 Private Line Service

Private Line Service is available between the Points Of Presence ("POP") of Carrier's Underlying Carrier(s) and may originate from any point.

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3. TERMS AND CONDITIONS

3.1 Definitions

Certain terms used generally throughout this tariff for services furnished by the Carrier are defined below:

Authorization Code

The term "Authorization Code" denotes a code given to non-Feature Group D subscribers which, when dialed in proper sequence from the subscriber's premises, identifies subscriber for billing and volume discount purposes.

Authorized User

The term "Authorized User" denotes a person, firm or corporation who is authorized by the subscriber to be connected to the service of the subscriber.

Automatic Number Identification ("ANI")

The term "Automatic Number Identification" refers to the calling telephone number identification which will be forwarded to the Underlying Carrier's network by the Local Exchange Company ("LEC") as a call is placed. ANI is provided by the LEC only when Feature Group B direct or Feature Group D interconnections are used to gain access to Carrier's switched telecommunication service.

Band

The term "Band" represents the spectrum of frequencies within two definite limits.

Carrier

The term "Carrier" refers to Norstan Network Services, Inc.

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3. TERMS AND CONDITIONS (Continued)

3.1 DEFINITIONS (Continued)

Centrex

The term "Centrex" denotes a PABX service that makes customer's PABX part of the local central office's numbering plan.

Channel

The term "Channel" denotes a path for electrical transmission between two or more points having a bandwidth and termination of a subscriber's own choosing.

Co-Located T-1 Access

The term "Co-Located T-1 Access" refers to an access arrangement which does not make use of local exchange company facilities and is available to Carrier's customers whose premises are located in the same location as the Carrier's Underlying Carrier's POP.

Common Control Switching Arrangement

The term "Common Control Switching Arrangement" (CCSA) denotes a private switched service network that directs station-to-station network inward and outward dialing and other features similar to those normally provided by the public telephone network.

Day

The term "Day" denotes a time period of 8:00 AM to, but not including, 5:00 PM local time at the originating city on Monday through Friday, excluding Carrier-specified holidays.

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3. TERMS AND CONDITIONS (Continued)

3.1 DEFINITIONS (Continued)

Dedicated Access Line

The term "Dedicated Access Line" (DAL) denotes a dedicated communications channel which terminates on a switch facility provided by the Carrier.

Evening Calls

The term "Evening" denotes a time period of 5:00 PM to, but not including, 11:00 PM local time at the originating city on Sunday through Friday and any time on Carrier-specified holidays except when a lower rate would normally apply.

Exchange Area

The term "Exchange Area" denotes a geographically defined area wherein the telephone industry, through the use of maps or legal descriptions, sets down specified areas where individual telephone exchange companies hold themselves out to provide communications services.

Foreign Exchange Service

The term "Foreign Exchange Service" denotes a private line service designed to provide subscribers with the capability of local dialing in a remote exchange.

Governmental Service Agencies

The term "Governmental Service Agencies" denotes fire-fighting, State Highway Patrol, police, and emergency rescue services (as designated by the appropriate governmental agencies) provided they answer emergency service calls on a personally attended (live) 24-hour basis, 365 days a year.

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3. TERMS AND CONDITIONS (Continued)

3.1 DEFINITIONS (Continued)

Holidays

The term "Holidays" denotes all Carrier-specified holidays: New Year's Day##, Martin Luther King Day\*, President's Day\*, Memorial Day\*, Independence Day##, Labor Day, Columbus Day\*, Veterans Day##, Thanksgiving Day, and Christmas Day##.

\* Applies to Federally observed day only.

## When this holiday falls on a Sunday, the Holiday calling rate applies to calls placed on the following Monday. When this holiday falls on a Saturday, the Holiday calling rate applies to calls placed on the preceding Friday.

See Service Hours for applicable Holidays associated(N) with each product. (N)

Intercity Channels

The term "Intercity Channel" denotes those channels derived from Carrier's network to provide communications capability between cities.

Intercity Mileage

The term "Intercity Mileage" denotes the mileage, measured as the shortest distance between any two of the Carrier's technical operating centers using the Telephone Industry Standard Rate Centers ("V" &"H") coordinates associated with said Carrier's offices.

Local Access Transport Area

The term "Local Access Transport Area" (LATA) denotes a geographical area established by the U.S. District Court for the District of Columbia in Civil Action No. 17-49, within which a local exchange company provides communication services. PUBLIC SERVICE COMMISSION OF KENTUCKY EFFECTIVE

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BY: Shawn Deller  
PUBLIC SERVICE COMMISSION MANAGER

3. TERMS AND CONDITIONS (Continued)

3.1 DEFINITIONS (Continued)

Local Distribution Area

The term "Local Distribution Area" denotes a geographically contiguous area surrounding the Carrier's serving switch location.

Local Distribution Facility

The term "Local Distribution Facility" denotes the channel used to connect the Carrier's technical operating center to the subscriber's premises. Normally, the channel will have a network terminal on one end (Carrier's office) and a subscriber terminal on the other end (subscriber's premises).

Night/Weekend

The term "Night/Weekend" denotes a time period of 11:00 PM to, but not including, 8:00 AM local time at the originating city, any time on Saturday, and all day Sunday except 5:00 PM to, but not including, 11:00 PM.

Normal Work Hours

The term "Normal Work Hours" denotes the time after 8:00 AM and before 5:00 PM Monday through Friday excluding Holidays.

Off-Net (Applicable to VNS Service only) (T)

The term "Off-Net" denotes origination or termination of calls over normal shared-used facilities.

On-Net (Applicable to VNS Service only) (T)

The term "On-Net" denotes origination or termination of calls over dedicated facilities.

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PUBLIC SERVICE COMMISSION MANAGER

3. TERMS AND CONDITIONS (Continued)

3.1 DEFINITIONS (Continued)

Other Common Carrier

The term "Other Common Carrier" (OCC) denotes a specialized or other type of common carrier authorized by the Federal Communications Commission to provide domestic or international communications service.

Point of Presence

The term "Point of Presence" (POP) denotes a point on the Underlying Carrier's system where the intercity communications channels and local distribution facilities are terminated within that LATA. Other functions such as switching, coordination, testing, and connections with subscriber-provided communications channels may also be performed at these points.

Premises

The term "Premises" denotes a building or buildings on contiguous property (except railroad rights-of-way, etc.).

Private Line Service

The term "Private Line Service" denotes non-switched point-to-point service over fully dedicated lines at a fixed monthly rate.

Rate Center

The term "Rate Center" denotes a geographically specified point used to determine mileage dependent rates.

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3. TERMS AND CONDITIONS (Continued)

3.1 DEFINITIONS (Continued)

Regular Billing

The term "Regular Billing" denotes a standard bill sent in the normal Carrier billing cycle. This billing consists of one bill for each account assigned to the subscriber, or, in the case of Private Line Service, one bill for each subscriber together with explanatory detail showing the derivation of the charges.

Regular Voice Grade Facility

The term "Regular Voice Grade Facility" denotes a communications channel with a bandwidth of approximately 2,700 (300 to 3,000) Hertz.

Service Group

.1 For VNS Service

(T)

The term "Service Group" denotes one or more access lines leased by a subscriber that are served by a single end office.

.2 For 800 Services

The term "Service Group" denotes a group of lines in a hunting arrangement used to terminate one or more inbound 800 numbers.

Subscriber

The term "Subscriber" denotes the person, firm, company, corporation, or other entity, having communications requirement of its own which contract for service under this tariff and is responsible for the payment of charges as well as compliance with the Carrier's regulation pursuant to this tariff. **PUBLIC SERVICE COMMISSION OF KENTUCKY**  
used interchangeably with the term "Customer". **EFFECTIVE**

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PUBLIC SERVICE COMMISSION MANAGER

3. TERMS AND CONDITIONS (Continued)

3.1 DEFINITIONS (Continued)

Switch

The term "Switch" denotes an electronic or electromechanical device which is used to provide circuit routing and control.

T-1 Access Line

The term "T-1 Access Line" denotes a 1.544 mbps dedicated digital transmission connection furnished by the Local Exchange Company (LEC) from a customer's premise that terminates at the Carrier's local POP. This facility will provide the equivalent of 24 voice channels.

800 Services

The term "800 Services" denotes inbound toll services offered by the Carrier for large volume users.

Underlying Carrier

The term "Underlying Carrier" denotes a common carrier authorized by the Federal Communications Commission to provide domestic or international communications service and who has entered into a contract with Carrier to provide services to Carrier's subscribers.

VNS Service

(T)

The term "VNS" denotes communications services (T) provided by Carrier providing the functionality and capabilities of a private network through the use of shared transmission facilities and operated by a single, software-controlled management system.

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3. TERMS AND CONDITIONS (Continued)

3.2 UNDERTAKING OF CARRIER

- .1 Carrier will make available its Long Distance services as soon as practicable upon receipt of an order for service between those points as specified.
- .2 The obligation of Carrier to furnish service is dependant upon its ability to secure from and to retain the rights to suitable facilities from its Underlying Carrier(s).

3.3 LIABILITY OF CARRIER

- .1 The liability of the Carrier for damages arising out of mistakes, omissions, interruptions, delays or errors or defects in the transmission occurring in the course of furnishing service, channels or other facilities and not caused by the negligence of the Customers, commences upon activation of service and in no event exceeds an amount equivalent to the proportionate charge to the Customer for the period of service during which such mistakes, omissions, interruptions, delays or errors or defects in the transmission occur. For the purposes of computing such amount, a month is considered to have thirty (30) days (720 hours).
- .2 In no event will Carrier be responsible for consequential, incidental or punitive damages or lost profits suffered by Customer on account of unsatisfactory or interrupted service.
- .3 The Carrier is not liable for any act or omission of any other company or companies furnishing a portion of the service. No agents or employees or other carriers shall be deemed to be agents or employees of the carrier.

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3. TERMS AND CONDITIONS (Continued)

3.3 LIABILITY OF CARRIER (Continued)

.4 Carrier shall not be liable for unlawful use or use by an unauthorized person of Carrier's facilities and services.

.5 VNS Service (T)

In addition to the above terms, the following terms apply to VNS Service: (T)

.1 Except for credit allowance for interruption of VNS as specified herein, Carrier shall not be liable for any failure of performance due to causes beyond its reasonable control, including, but not limited to, acts of God, fires, meteorological phenomena, floods or other catastrophes; national emergencies, insurrections, riots or wars; strikes, lockouts, work stoppages or other labor difficulties; and any law, order, regulation or other action of any governing authority or agency thereof. WITH RESPECT TO THE SERVICES, MATERIALS, AND EQUIPMENT PROVIDED HEREUNDER, CARRIER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EXPRESS OR IMPLIED, NOT STATED IN THIS TARIFF AND IN PARTICULAR DISCLAIMS ALL WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. (T)

.2 Carrier shall not be liable for:

(a) Unlawful use or use by an unauthorized person of Carrier's facilities and services;

(b) Any claim resulting from furnishing, installation, operation, maintenance, or removal of facilities at subscriber's premises;

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3. TERMS AND CONDITIONS (Continued)

3.3 LIABILITY OF CARRIER (Continued)

.5 VNS SERVICE (Continued)

(T)

.2 (Continued)

(c) Any claim arising out of a breach in the privacy or security of communications transmitted over Carrier's facilities;

(d) Changes in any of the facilities, operations, services or procedures of Carrier that render any facilities or services provided by subscriber obsolete, or require modification or alteration of such facilities or services, or otherwise affect their use or performance. Carrier will endeavor to advise subscriber on a timely basis of such change.

.3 Subscriber shall indemnify and save Carrier harmless from any and all liability not expressly assumed by Carrier in this Section 3.3 and arising in connection with the provisions of service by Carrier to subscriber, and shall protect and defend Carrier from any suits or claims alleging such liability, and shall pay all expenses (including attorney's fees) and satisfy all judgements which may be incurred by or rendered against Carrier in connection therewith. Carrier shall notify subscriber of any such suit or claim against Carrier. Carrier reserves the right to participate in the defense of any such suit or claim.

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3. TERMS AND CONDITIONS (Continued)

3.3 LIABILITY OF CARRIER (Continued)

.5 VNS SERVICE (Continued) (T)

.4 The liability of Carrier for any interruption or failure of service shall in no event exceed the credit allowance provided herein. Carrier shall not be liable to subscriber or any Authorized User for any loss or damage incurred by reason of or incidental to any delay or interruption of service, or for any failure in or breakdown of facilities associated with the service, or for any mistakes, omissions, delays, errors or defects in transmission occurring in the course of furnishing service, except to the extent of such credit allowance, which shall constitute subscriber's sole and exclusive remedy hereunder.

.6 The Carrier will make no refund of an overpayment by a subscriber unless the claim for such overpayment, together with proper evidence, is submitted within ninety (90) days from the date of alleged overpayment. In calculating refunds, volume discounts will be adjusted based on total usage after all credits or adjustments have been applied.

3.4 Use of Service

Neither subscribers nor their Authorized Users may use the services furnished by the Carrier for any unlawful purpose. Subscribers and Authorized Users must take all necessary action to ensure Carrier's services are used in accordance with the rules and regulations of the Public Services Commission of Kentucky. Use and restoration of the service furnished by the Carrier will be in accordance with Part 64, Subpart D of Kentucky Federal Communications Commission Rules. PUBLIC SERVICE COMMISSION OF KENTUCKY EFFECTIVE

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6900 Wedgwood Road, Maple Grove, MN 55311

3. TERMS AND CONDITIONS (Continued)

3.5 Minimum Service Period

.1 PRIVATE LINE SERVICE

The minimum service term for Private Line Service is dependant upon the length of service commitment for which the subscriber agrees, with a minimum term of ninety (90) days from month-to-month.

.2 VNS SERVICE

(T)

.1 Minimum Service Period - Access Arrangements

The minimum service period for dedicated access components of VNS Service ordered by (T) a Subscriber is ninety (90) days.

.2 Minimum Service Period - Other Charges

There is no minimum service period for other charges.

.3 Outbound and Inbound Service

(T)

.1 The minimum service period for Switched (T) service is thirty (30) days.

.2 The minimum service period for Dedicated (T) service is thirty (30) days, except for dedicated components for which the minimum service period is ninety (90) days.

3.6 Ownership of Facilities

Title to all facilities provided by Carrier in accordance with these regulations remains with the Carrier or its Underlying Carrier.

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ISSUED BY: **NORSTAN NETWORK SERVICES, INC.**  
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3. TERMS AND CONDITIONS (Continued)

3.7 Application For Service

Carrier may require a subscriber to sign an application form furnished by the Carrier and to establish his credit as provided in these Regulations, as a condition precedent to the initial establishment of such service. Carrier's acceptance of an order for service to be provided to an applicant whose credit has not been duly established may be subject to the provisions described in Section 3.9.

Carrier may also require a signed authorization from a subscriber for additions to or changes in the existing service for such subscriber.

An application for service canceled by the subscriber or the Carrier prior to the establishment of the service applied for is subject to the provisions of this tariff

3.8 Payment of Charges

In the event the Carrier incurs fees or expenses, (T) including attorney's fees, in collection or attempting to collect, any charges owed the Company, the Subscriber will be liable to the Carrier for the payment of all such fees and expenses reasonably incurred. (T)

If subscriber does not give the carrier written notice of a dispute with respect to carrier's charges within six months from the date the invoice was rendered, such invoice shall be deemed to be correct and binding on the subscriber.

.1 Outbound and Inbound Services

For billing of fixed charges, service is considered to be established upon the day in which the Carrier notifies the subscriber of installation and testing of the subscriber's service.

Charges will be billed monthly in arrears and are due immediately upon receipt. Subscriber will be billed for all usage accrued beginning immediately upon access to the service. For purpose of computing charges, a month is considered to consist of thirty (30) days.

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BY *Judith C. Reed*

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3. TERMS AND CONDITIONS (Continued)

3.8 Payment of Charges (Continued)

.2 Private Line Service

For billing of fixed charges, service is considered to be established on the day following the day in which the Carrier notified the subscriber of completion of installation and testing of the Carrier's channels and equipment.

All recurring charges which are determinable in advance, including minimum charges, are billed monthly in advance. Installation and other non-recurring charges are payable upon demand by the Carrier.

.3 VNS Service

(T)

.1 Payment is due upon subscriber's receipt of Carrier's invoice. Installation charges will be billed on or after service installation; monthly recurring charges, which will begin to accrue on the date service commences, will be billed monthly in advance; usage charges, which will begin to accrue on the date service commences, will be billed after the use occurs; termination charges will be billed at the time of termination.

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3. TERMS AND CONDITIONS (Continued)

3.8 Payment of Charges (Continued)

.3 VNS Service (Continued) (T)

.2 In the event that Carrier's ability to commence or to continue to provide service in a timely manner is delayed or interrupted because of the non-performance by subscriber of any obligation set forth in Section 3.15, subscriber shall pay to Carrier amounts equal to the monthly recurring charges which would have been paid had Carrier been able to commence or continue to provide service unless such non-performance is due to causes beyond subscriber's reasonable control, including, but not limited to acts of God, fires, meteorological phenomena, floods, or other catastrophes; national emergencies, insurrections, riots, or wars; strikes, lockouts, work stoppages or other labor difficulties; and any authority or agency thereof.

.3 Partial Month Billing

The charges for VNS service from the commencement of service to the start of the first month billing period, or from the end of the last full monthly billing period to the termination of service, shall be the monthly recurring charges multiplied by the ratio of the number of days in such partial billing period to thirty (30) days.

.4 Returned Check Fee

A charge of \$20.00 or applicable state returned check charge, whichever is less, will apply whenever a check or draft presented for payment of service is not accepted by the institution in which it is written.

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6900 Wedgwood Road, Maple Grove, MN 55311

BY: [Signature]  
PUBLIC SERVICE COMMISSION MANAGER

3. TERMS AND CONDITIONS (Continued)

3.8 Payment of Charges (Continued)

.5 State and Local Tax Additions

Pursuant to the statutes of Kentucky, Carrier will add an applicable sales tax plus any other applicable taxes imposed by other political subdivisions to net billings.

.6 Late Payment Charges

A penalty may be assessed if a customer fails to pay a bill for services by the due date shown on the customer's bill. The penalty may be assessed only once on any bill for rendered services. Any payment received shall first be applied to the bill for service rendered. Additional penalty charges shall not be assessed on unpaid penalty charges.

3.9 Deposits

Each applicant for service will be required to establish credit. Any applicant whose credit has not been duly established to the sole and exclusive satisfaction of the Carrier may be required to make a deposit to be held as a guarantee of payment of future charges at the time of application. Additionally, an existing subscriber may be required to make a deposit or to increase a deposit presently held by Carrier.

.1 A deposit shall not exceed the estimated charges for two (2) months' service.

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3. TERMS AND CONDITIONS (Continued)

3.9 Deposits (Continued)

- .2 Deposits shall be returned upon the occurrence of one of the following events:
  - .1 An application for service is canceled by the subscriber prior to the establishment of service;
  - .2 The subscriber shall have established six (6) months of satisfactory credit history.
  - .3 Upon the discontinuance of service, the Carrier will refund the subscriber's deposit or the balance in excess of unpaid bills for the service.
- .3 The fact that a deposit has been made in no way relieves the subscriber from complying with the regulations contained herein with respect to the prompt payment of bills upon presentation.
- .4 Under the "Kentucky Administrative Code" the utility may establish an equal deposit amount for each class based on the average bill of customers in that class. Deposit amounts shall not exceed two-twelfths (2/12) of the average bill of customers in the class where bills are rendered monthly, three-twelfths (3/12) where bills are rendered bimonthly, or four-twelfths (4/12) where bills are rendered quarterly.

3.10 Interruption of Service

It shall be the obligation of the subscriber to immediately notify Carrier of any interruption in service. Prior to subscriber giving notice to Carrier, subscriber shall ascertain that the trouble is not being caused by any action or omission of subscriber or is not in subscriber-provided wiring or equipment connected to the terminal of the Carrier.

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BY: Thomas R. Ray  
PUBLIC SERVICE COMMISSION MANAGER

3. TERMS AND CONDITIONS (Continued)

3.10 Interruption (Continued)

.1 Interruption of Outbound, Inbound and Private(T)  
 Line Services

When Outbound or Inbound Services are interrupted(T) or when Private Line Service is interrupted for thirty (30) continuous minutes or more credit is allowed on demand to the Carrier, computed as set forth below, provided such interruption is not shown by the Carrier to have been caused by the negligence or willful action of the subscriber, or any other persons at a subscriber terminal location, or is not caused by the failure of the subscriber's equipment or power supply.

For purposes of credit computations each month shall be considered to have 720 hours. Credit shall be computed by multiplying the monthly rate for the service by the ratio derived by dividing the number of hours in the period of interruption by 720 hours. The credit will be based on the non-usage charges for the month during which the interruption occurred, excluding equipment and access line charges. An interruption shall be measured from the time the Carrier detects trouble, or the subscriber notifies Carrier of the interruption by expeditious means, until the trouble is cleared. Each interruption is considered separately for purposes of establishing credit allowance. Interruptions shall be accumulated to the nearest half-hour period. The credit for a monthly billing period shall in no event exceed the monthly rate.

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3. TERMS AND CONDITIONS (Continued)

3.10 Interruption (Continued)

.2 Interruption of VNS Services (T)

For VNS Service, an interruption is measured from the time the Underlying Carrier verifies the interruption to the time service has been restored and an attempt has been made to notify the subscriber. When service is interrupted because of events other than those specified in Section 3.3.4 herein, credit allowances will be made as set forth below. For purposes of credit computations, each month shall be considered to have 720 hours.

.1 For interruption of service through an access arrangement, subscriber will be credited for an interruption of twenty-four (24) consecutive hours or more at the rate of 1/720 of the minimum monthly charge for that Access Arrangement for each period of one hour, accumulated to the nearest half hour, that the interruption continues. No credit will be given for an interruption of service of less than twenty-four (24) consecutive hours. In no event shall a credit for a monthly billing period exceed the monthly rate.

.2 For interruption of all service through a specific Underlying Carrier's POP, subscriber will be credited for an interruption of thirty (30) minutes or more at the rate of 1/720 of the monthly charge for all Access Arrangements servicing subscriber at that POP for each period of one hour, accumulated to the nearest half hour, that the interruption continues. No credit will be given for an interruption of less than thirty (30) minutes. In no event shall a credit for a monthly billing period exceed the monthly rate.

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ISSUED BY: **NORSTAN NETWORK SERVICES, INC.** BY: *Cheryl Della*  
Ervin F. Kamm Jr., President PUBLIC SERVICE COMMISSION MANAGER  
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3. TERMS AND CONDITIONS (Continued)

3.10 Interruption (Continued)

.2 Interruption of VNS Services (Continued) (T)

.3 For an interruption of leased facilities provided by the Underlying Carrier or Other Common Carrier, subscriber will be credited for an interruption of four (4) hours or more at 1/720 of the monthly charge for each period of one hour, accumulated to the nearest half hour, that the interruption continues. No credit will be given for an interruption of less than four (4) hours. In no event shall a credit for a monthly billing period exceed the monthly rate.

3.11 Cancellation for Cause

The Carrier, by written notice to the subscriber or applicant, may immediately cancel the application for or discontinue service without incurring any liability for any of the following reasons:

- .1 An order of a court or other government authority having jurisdiction which prohibits the Carrier from furnishing service;
- .2 Subscriber's violation of or failure to comply with any regulation governing the furnishing service; Within twenty-four (24) hours after such termination, the utility shall send written notification to the customer of the reasons for termination or refusal of service upon which the utility relies, and of the customer's right to challenge the termination by filing a formal complaint with the commission.
- .3 Five (5) days written notice of intent to terminate service will be given for nonpayment of any sum due to the Carrier for service for more than thirty (30) days beyond the date of rendition of the bill for such service.

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BY: Chamille  
PUBLIC SERVICE COMMISSION MANAGER

3. TERMS AND CONDITIONS (Continued)

3.12 Disconnection of Service

.1 Private Line Service

.1 Subscriber may disconnect Private Line Service acquired on a month-to-month basis at any time following the ninety (90 day) minimum service requirement described in Section 3.5 by giving Carrier thirty (30) days prior written notice of the desired disconnect date.

Provided proper notice has been given by subscriber, subscriber will be responsible for all charges incurred up to the desired disconnect date or until disconnect has been effected, whichever is sooner.

.2 Subscriber may disconnect Private Line Service acquired by term contract per the method and terms of the contract signed by the subscriber. In the event of early termination of the contracted service, the subscriber shall pay Carrier a lump sum payment consisting of the following monthly charges and access charges.

(a) The current monthly charges for the unexpired portion of a contract's first year plus fifty percent (50%) of the same monthly rate for the remainder of the contract term.

(b) In the event subscriber cancels within the first three months of the contract term, the subscriber will be liable for the remainder of the minimum three (3) month T-1 access charge or the LEC minimum, whichever is greater.

.3 A subscriber will not be penalized for discontinuing a Private Line Service provided:

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PUBLIC SERVICE COMMISSION MANAGER

3. TERMS AND CONDITIONS (Continued)

3.12 Disconnection of Service (Continued)

.1 Private Line Service (Continued)

.3 (Continued)

(a) The subscriber selects and commits to a new plan having a higher Private Line Service interexchange carrier (IXC) minimum revenue commitment for the same or longer term.

(b) A revision in the Private Line Service tariff provisions results in higher plan rates for the plan to which the subscriber has committed and to which the subscriber has not given written approval.

.2 Outbound and Inbound Services

(T)

Subscriber may disconnect Outbound or Inbound (T) services at any time following the one month (30 days) minimum service requirement described in section 3.5 by giving Carrier thirty (30) days prior written notice of the desired disconnect date.

Provided proper notice has been given by subscriber, subscriber will be responsible for all charges incurred up to the desired disconnect date or until disconnect has been effected, whichever is sooner.

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3. TERMS AND CONDITIONS (Continued)

3.12 Disconnection of Service (Continued)

.3 VNS Services (T)

Subscriber may terminate any VNS service upon(T) advance notice subject to the minimum notice period specified below, minimum service period specified in Section 3.5, and any termination charges specified. Such notice shall be provided to Carrier in writing. The minimum notice periods are:

<u>Component</u>	<u>Minimum Notice Period</u>
Access Arrangements (All Types)	30 days

For leased facilities provided by Other Common Carriers, the minimum notice period for termination of service shall be equal to the minimum notice period imposed upon Carrier by the Other Common Carrier providing the facilities. For services provided through facilities owned by Carrier's Underlying Carrier, the minimum notice period shall be forty-five (45) days.

In the event that subscriber continues to utilize Carrier's facilities beyond the date upon which the services are to be terminated, the subscriber will be liable for the usage charges incurred.

3.13 Mileage Between Rate Centers

Calculation of distance is in accordance with the V&H(N) coordinate system. The airline mileage between rate centers is determined by applying the formula below to the vertical and horizontal (V&H) coordinates associated with the rate centers involved. The calculation is based on V and H coordinates as obtained by reference to NECA FCC Tariff No. 4.

(D)  
(N)  
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BY: *Clayton J. Miller*  
PUBLIC SERVICE COMMISSION MANAGER



3. TERMS AND CONDITIONS (Continued)

3.13 Mileage Between Rate Centers (Continued)

The distance is measured using the V&H(N) coordinates associated with either the rate centers of the originating and terminating stations or the V&H coordinates associated with the originating and terminating POP of the underlying carrier. The type of access determines which V&H coordinates are used.

If a call is originated or terminated via switched access, the distance is measured using the V&H coordinates associated with the rate centers of the originating or terminating station. If the call is originated or terminated via dedicated access, the distance is measured using the V&H coordinates associated with the originating or terminating POP of the underlying carrier. The rate for a call between access lines associated with stations that use the same central office is the rate for zero miles. (N)

3.14 Service Hours \* (M)

Service is available twenty-four (24) hours a day, seven (7) days a week. Rate periods are applicable as indicated in the chart below and are based on the time at the point of origin of the call, except for 800 Services, where calls will be rated according to the time at the point of termination. The evening rate shall also apply on Carrier-specified holidays as defined in Section 3.1 from 8:00 am - 11:00 pm\* except when a lower rate would normally apply. (M)

\* Moved from Original Page 31 to Original Page 31.1.

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6900 Wedgwood Road, Maple Grove, MN 55311

3. **TERMS AND CONDITIONS** (Continued)

3.14 Service Hours (Continued)

Calls that begin in one rate period and terminate in another will be prorated accordingly.

	MON	TUE	WED	THU	FRI	SAT	SUN
8:00 am to 5:00 pm	DAY RATE						
5:00 pm to 11:00 pm*	EVENING RATE					EVENING RATE	
11:00 pm to 8:00 am*	NIGHT/WEEKEND RATE						

\*To but not including.

HOLIDAYS

Holidays (5) for domestic calls on Optima VNS and all Classic products: New Years Day##, Independence Day##, Labor Day, Thanksgiving and Christmas ##. All other Optima services get 5 plus these additional 5: President's Day\*, Martin Luther King Day\*, Memorial Day\*, Columbus Day\* and Veteran's Day##.

\* Applies to Federally observed day only.

## When this holiday falls on a Sunday, the Holiday calling rate applies to calls placed on the following Monday. When this holiday falls on a Saturday, the Holiday calling rate applies to calls placed preceding Friday.

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BY: *[Signature]*  
 PUBLIC SERVICE COMMISSION MANAGER

3. TERMS AND CONDITIONS (Continued)

3.15 General Regulations

.1 Operator Services

.1 Carrier will conform with the Conditions of Service for the Provision of Operator Services adopted by the Kentucky Public Service Commission.

.2 Operator service providers who provide service to traffic aggregators shall not allow access to the operator services of competing carriers to be blocked or intercepted. Blocking and interception prohibitions shall be included in tariffs and all contracts entered into with any traffic aggregator and shall state that violators will be subject to immediate termination of service after 20 days' notice to the owners of non-complying customer premises equipment.

.3 Access to the local exchange carriers' operators shall not be blocked or otherwise intercepted by traffic aggregators. Specifically, all "0-" calls, that is, when an end-user dials zero without any following digits, shall be directed to the local exchange carrier operators. In equal access areas, "0+" intraLATA calls, that is, when an end-user dials zero and then dials the digits of the called telephone number, shall not be intercepted or blocked. In non-equal access areas, it is prohibited to block or intercept "0-" calls; however, it is permissible to intercept "0+" calls. Blocking and interception prohibitions shall be included in tariffs and all contracts entered into with any traffic aggregator and shall state that violators will be subject to immediate termination of service after 20 days' notice to the owners of non-complying customer premises equipment.

.4 Carrier shall not be required to provide access codes of competitors. Each carrier should advise its own customers as to the appropriate access code.

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BY: [Signature]  
PUBLIC SERVICE COMMISSION MANAGER

3. TERMS AND CONDITIONS (Continued)

3.15 General Regulations (Continued)

- .5 Carrier shall provide tent cards and stickers to traffic aggregators to be placed near or on telephone equipment used to access their services and shall include provisions in tariffs and contracts entered into with any traffic aggregator that subject violators to immediate termination of service after 20 days' notice to the owners of non-complying customer premises equipment.
- .6 Operators shall identify the carrier at least once during every call before any charges are incurred.
- .7 Operators shall provide an indication of the carrier's rates to any caller upon request.
- .8 Carriers shall not accept calling cards for billing purposes if they are unable to validate the card.

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3. TERMS AND CONDITIONS (Continued)

3.16 Obligations of the Subscriber

In the event suit is brought or an attorney is(T)  
retained by the Carrier to enforce the terms of this  
Tariff, the Carrier shall be entitled to recover, in  
addition to any other remedy, reimbursement for  
reasonable attorneys' fees, court costs, costs of  
investigation and other related expenses incurred in  
connection herewith. (T)

.1 Private Line Service and VNS Service

.1 The Carrier shall be indemnified and saved  
harmless by the subscriber against claims of  
libel, slander, or the infringement of  
copyright, or for the unauthorized use of  
any trademark, trade name, or service mark,  
arising from the material transmitted over  
the channels, against claims for  
infringement of patents arising from,  
combining with, or using in connection with,  
channels furnished by the Carrier or  
apparatus and systems of the subscriber; and  
against all other claims arising out of any  
act or omission of the subscriber in  
connection with the channels provided by the  
Carrier.

.2 The facilities provided hereunder by the  
Carrier may be terminated in subscriber-  
provided terminal equipment or subscriber-  
provided communications systems. When such  
terminations are made, the subscriber shall  
comply with the minimum protective criteria  
which shall be no less stringent than the  
criteria as may be prescribed by the  
Carrier.

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3. TERMS AND CONDITIONS (Continued)

3.16 Obligations of the Subscriber (Continued)

.1 Private Line Service and VNS Service (Continued) (T)

- .3 The subscriber will be responsible for insuring that subscriber-provided signals will not result in interference with any of the services provided by the Carrier or interfere with others using services provided by the Carrier. Physical arrangements for protection of the Carrier's or the Underlying Carrier's facilities serving the subscriber shall be employed if needed. The subscriber will be required to use only those devices found to be necessary to insure proper operation of the local distribution facility and the intercity facility. The intent of this provision is to insure proper signal insertion so as to protect the entire network. All signals must be of the proper technical parameters so as not to damage the Carrier's or Underlying Carrier's equipment or degrade service to other subscribers. It shall also be the responsibility of the subscriber to provide adequate electrical power, wiring, and electrical outlets necessary for the proper operation of Carrier's equipment on his premises.

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BY: *Cheryl L. Latta*  
PUBLIC SERVICE COMMISSION MANAGER

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ISSUED BY: **NORSTAN NETWORK SERVICES, INC.**  
Ervin F. Kamm Jr., President  
6900 Wedgwood Road, Maple Grove, MN 55311

3. TERMS AND CONDITIONS (Continued)

3.16 Obligations of the Subscriber (Continued)

.1 Private Line Service and VNS Service (Continued) (T)

.4 The equipment and facilities which are connected with those of the Carrier or of its Underlying Carrier shall be constructed, operated, and maintained by those providing same so as to work satisfactorily with the service furnished by the Carrier. Such equipment and facilities shall be suitable to avoid hazard or damage to the Carrier's or Underlying Carrier's plant or injury to Carrier's employees or agents or to the public because of the character or location of such equipment or facilities and sources of power to which it is connected. In cases in which additional protection is required, this shall be provided by the subscriber or by the Carrier at subscriber's expense.

.5 Upon notice from the Carrier that the equipment or facilities of the subscriber, or of others so authorized to be connected, is causing or is likely to cause hazard or interference, the subscriber, or others so authorized to be connected, shall make such changes as may be necessary to remove or prevent such hazard or interference.

.6 The subscriber shall be liable for:

(a) Reimbursing the Carrier for all loss through theft, fire, flood, or other catastrophes to Carrier-provided facilities on subscriber's premises.

(b) Reimbursing the Carrier for damages to facilities caused by the negligence or willful act of subscriber's employees, agents, or contractors.

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Ervin F. Kamm Jr., President  
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BY: *[Signature]*  
PUBLIC SERVICE COMMISSION MANAGER

3. TERMS AND CONDITIONS (Continued)

3.16 Obligations of the Subscriber (Continued)

.1 Private Line Service and VNS Service (Continued) (T)

.7 The Carrier reserves the right of entrance for its employees, agents, or contractors to the premises of the subscriber at any reasonable hour for the purpose of installing, inspecting, repairing, or, upon termination of service, removing the Carrier's channels. It shall be the responsibility of the subscriber to make any necessary arrangements with owners of the premises for the entrance of the Carrier's employees, agents, or contractors.

.2 VNS Service (T)

In addition to the above, the following terms apply to VNS Services: (T)

- .1 Subscriber or its Authorized Users may not rearrange, disconnect, remove, modify or attempt to repair any Carrier facility without the prior written consent of Carrier.
- .2 Orders, including those for installation, connection, repair or termination of VNS (T) Service, will be accepted only from subscriber or its authorized representative.
- .3 Subscriber shall be responsible for obtaining all permits, licenses, variances and other authorizations required by state and local jurisdictions for the installation and operation of Carrier's facilities on subscriber premises.
- .4 Subscriber shall be responsible for performing all construction and site engineering required at subscriber premises for the provision of services to subscriber hereunder.

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PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)  
BY: [Signature]  
PUBLIC SERVICE COMMISSION MANAGER

3. TERMS AND CONDITIONS (Continued)

3.16 Obligations of the Subscriber (Continued)

.2 VNS Service (Continued) (T)

.5 Subscriber shall be responsible for the physical security of all Carrier-provided facilities located on subscriber premises and to be used in providing VNS Service to (T) subscriber from time of receipt by subscriber or an Authorized User to time of removal by Carrier.

.6 Subscriber shall be responsible for the provision of personnel; power lines and power line conditioning; conduit; heating and cooling; building space; internal and external building wiring, and entrance facilities required for the facilities and services provided by Carrier at subscriber premises. Such subscriber responsibilities shall be performed in accordance with procedures established by Carrier's Underlying Carrier for the installation and operation of Carrier's facilities located on subscriber premises.

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3. TERMS AND CONDITIONS (Continued)

3.16 Obligations of the Subscriber (Continued)

.2 VNS Service (Continued)

(T)

- .7 The subscriber shall be responsible for maintaining safe premises at which Carrier's employees, suppliers or agents shall be installing or maintaining facilities provided by Carrier or its agents. Subscriber's responsibility shall include compliance with all laws and regulations regarding the conditions there at including, but not limited to, the provision, installation and maintenance of sealed conduit with explosive-proof fittings between facilities furnished by Carrier in explosive atmospheres and points outside the hazardous area if, in the opinion of Carrier injury or damage to Carrier's employees, agents or property might result from installation or maintenance by Carrier.
- .8 Subscriber shall be responsible for cooperation with Carrier in installation, trouble determination and fault isolation.
- .9 Subscriber shall be responsible for furnishing information on a continuing basis as required by Carrier to prepare, install, provide and maintain service. Such information includes, but is not limited to, interface protocols for private network interfaces.

PUBLIC SERVICE COMMISSION  
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3. TERMS AND CONDITIONS (Continued)

3.16 Obligations of the Subscriber (Continued)

.2 VNS Service (Continued) (T)

.10 No subscriber or Authorized User may assign or delegate its responsibilities, duties, rights or obligations under this tariff to any person, corporation or other entity without the written consent of Carrier; provided, however, that subscriber may, without Carrier's approval, assign or delegate such responsibilities, duties, rights, or obligations to any subsidiary or affiliated organization or to any successor organization.

3.17 Cancellation of Application for Service

.1 Private Line Service

If the subscriber or applicant cancels an application for service prior to the start of installation of service, or prior to the start of special construction, no charge shall apply.

If installation of service has been started prior to the cancellation, a cancellation charge equal to the costs incurred by the Carrier shall apply, but in no case shall such charge exceed the charge for the minimum period of the service ordered, including applicable installation charges, if any.

If the subscriber or applicant delays activation of his service during the period thirty (30) days preceding the scheduled installation date for a period of more than one week, normal charges for local distribution facilities shall apply from the scheduled date of installation. In the event that the subscriber induced delay exists for more than thirty (30) days after the scheduled date of installation, Carrier may consider the delay a cancellation of application of service.

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SECTION 9 (1)  
BY: [Signature]  
PUBLIC SERVICE COMMISSION MANAGER

3. TERMS AND CONDITIONS (Continued)

3.17 Cancellation of Application for Service (Continued)

.1 Private Line Service (Continued)

If special construction has been started or completed prior to cancellation, a charge equal to costs incurred in the special construction, less net salvage, applies. In determining the charge, canceled service is treated as discontinued as of the date on which it was to have been placed in service. Installation or special construction for a subscriber or applicant is considered to have started when the Carrier or its agents incurs any expense in connection therewith or in preparation therefore which would not otherwise have been incurred, provided that the subscriber or applicant had advised the Carrier, in writing, not to proceed with the installation or special construction.

.2 VNS Services

(T)

.1 An order for VNS Service may be canceled by (T) subscriber upon written notice to Carrier, prior to the commencement of service, subject to the cancellation and/or termination charges specified below. If Carrier should assume a termination liability or other obligation for facilities leased from OCC's, that liability or obligation shall be the responsibility of the subscriber.

PUBLIC SERVICE COMMISSION  
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3. TERMS AND CONDITIONS (Continued)

3.17 Cancellation of Application for Service (Continued)

.2 VNS Services (Continued) (T)

.2 If carrier is unable to make any service component available to subscriber within ninety (90) days of the projected date of the availability of service specified in Carrier's notification of the acceptance and confirmation for any other reason than (i) a failure on the part of subscriber to perform subscriber obligations specified in Section 3.16 herein, or (ii) causes beyond carrier's control specified in Section 3.3.5.1 herein, or (iii) any change to subscriber's Application For Service concerning the service or service component that is made after notification to subscriber of the acceptance and confirmation thereof, subscriber may cancel the application for such service component without charge.

.3 The charge for cancellation of an Application For Service shall be the lesser of (i) the monthly recurring rate and the minimum usage charge, for each canceled service component multiplied by the appropriate minimum service period as specified in Section 3.5 herein plus applicable installation charges, or (ii) the costs incurred by Carrier in preparing to furnish service, less net salvage. The costs incurred by Carrier will include the direct and indirect costs of facilities specifically provided or used; the cost of installation, including design preparation, engineering, supply expense, labor and supervision, general and administrative; and any other costs resulting from the preparation, installation and removal effort.

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6900 Wedgwood Road, Maple Grove, MN 55311

BY: *[Signature]*  
PUBLIC SERVICE COMMISSION MANAGER

3. TERMS AND CONDITIONS (Continued)

3.18 Change Of Application Of Service By Subscriber

.1 VNS Service

(T)

An Application For Service may be changed by the subscriber upon written notice to Carrier, subject to acceptance and confirmation by Carrier. Provided, however, that a charge shall apply to any change in an Application Of Service when such request for change is received by Carrier after Carrier has notified subscriber of its acceptance and confirmation of the Application Of Service. Such charge shall be the sum of the charges and costs for VNS Services and (T) the lesser of (i) the monthly recurring rate for each service component that has been canceled as a result of the change times the appropriate minimum service period as specified in Section 3.5 herein, plus the applicable installation charges, and (ii) the costs incurred by Carrier in accommodating each change, less net salvage. The costs incurred by Carrier will include the direct and indirect cost of facilities specifically provided or used; the costs of installation, including design preparation, engineering, supply expense, labor and supervision, general and administrative, and any other costs resulting from the preparation, installation and removal effort.

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4. SERVICE AND RATE DESCRIPTION

4.01 Applicable

This tariff applies to all intrastate activity within the State of Kentucky.

4.02 Delayed Payment Charge

Payments not received by carrier within thirty (30) days after the invoice date will accrue a penalty of 1.5% or the maximum allowed by applicable law, whichever is less.

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4.1 Outbound and Inbound Services

.1 Outbound Services

OCT 28 1994

Dedicated Services are intercity services available for use by subscribers 24 hours a day. Calls are originated via dedicated access facilities between the customer's premise and the underlying carrier's POP, and are terminated via normal shared use facilities.

PURSUANT TO 207 KAR 5011,  
SECTION 9(1)  
BY *[Signature]*

Switched Services are intercity services available for use by subscribers 24 hours a day. Calls are originated in equal access areas via Feature Group D access connections and are terminated via normal shared use facilities.

Charges for Outbound Services are based on duration of the call, rate period (Day, Evening, Night/Weekend) when the call is originated and the total monthly usage.

The following options are available under the Carrier's Services:

- Dedicated - *Optima Plus™* (T)
- *Classic Plus™* (T)
- Switched - *Optima One®* (T)
- *Classic One®* (T)

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4. SERVICE AND RATE DESCRIPTION (Continued)

4.1 Outbound and Inbound Services (Continued)

.2 Inbound Services \*(M) See page 45

(N)

Carrier's Inbound services are toll services which permit calls to be completed at the subscriber's location without charge to the calling party. Access to the service is gained by dialing a ten digit telephone number (800-NXX-XXXX) which will terminate at the customer's location.

Calls may originate anywhere within the State of Kentucky and terminate in locations served by the Underlying Carrier(s).

Dedicated service is originated via normal shared facilities and are terminated via dedicated access lines or T-1 access lines between the subscriber's premises and the Underlying Carrier's POP in the terminating city. Switched service calls are originated via normal shared facilities and are terminated via the subscriber's local exchange service access line. The options differ in pricing.

Charges on Inbound Services are based on the duration of the call, whether the call is intrastate, interstate or international, the NPA Band of the call (distance), the rate period when the call terminates at the subscriber's location (time of day), and the total monthly usage.

(N)

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4. SERVICE AND RATE DESCRIPTION (Continued)

4.1 Outbound and Inbound Services (Continued)

.3 Inbound Services

All calls are subject to a 30-second minimum average time requirement (MATR) per service group.

The following options are available under the Carriers Inbound Services:

Dedicated	-	<i>Optima 800 Plus™</i>	(T)
	-	<i>Classic 800 Plus™</i>	(T)
Switched	-	<i>Optima 800®</i>	(T)
	-	<i>Classic 800®</i>	(T)

PUBLIC SERVICE COMMISSION  
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BY: *Jordan C. Neel*  
FOR THE PUBLIC SERVICE COMMISSION

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4. SERVICE AND RATE DESCRIPTION (Continued)

4.2 PRIVATE LINE Service

PRIVATE LINE Service provides dedicated circuits which connect distant locations on the Carrier's network. This is a non-switched point-to-point service over fully dedicated lines at a fixed monthly rate. These circuits are dedicated to a subscriber for his exclusive use 24 hours per day. Facilities are offered in numerous configurations to meet the particular transmission needs of the subscriber. PRIVATE LINE Service is available between the Underlying Carrier's POPS in the STATE of KENTUCKY. Access is provided by the Local Exchange Carriers serving the subscribers local exchange area. The PRIVATE LINE Services available in the STATE of KENTUCKY are:

- Voice Band Service (D)
- T-1 Service (D)
- (T)

.1 Voice Band Service

Voice Band Service is a single channel voice(D) grade analog point-to-point interexchange service. Charges for Voice Band Service are based on distance between the Underlying Carrier's POPS, distance of customer premises from Underlying Carrier's POPS, and local access arrangements.

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Ervin F. Kamm Jr., President  
6900 Wedgwood Road, Maple Grove, MN 55311

4. SERVICE AND RATE DESCRIPTION (Continued)

4.2 Private Line Service (Continued)

.2 T-1 Service (T)

T-1 Service is offered in the form of discrete(T) intercity communications facilities which are dedicated to the use of a specific subscriber and provides simultaneous transmission synchronous digital signals at a speed of 1.544 Mbps. Access from the subscriber's premises to the Underlying Carrier's POP is via a T-1 circuit provided by the Local Exchange Carrier. Charges for T-1(T) Service are based on distance between the Underlying Carrier's POPs and local access arrangements.

4.3 VNS Services (T)

VNS Service is an interstate service offering from the(T) Underlying Carrier with subscribers having the option of using the service for intrastate calls.

VNS Service provides the functionality and(T) capabilities of a private network through the use of shared transmission facilities and is operated by a single, software-controlled management system. It interconnects the subscribers' locations via dedicated access lines to the Underlying Carrier's POPs or is accessed via the public switched network.

VNS service is virtually banded. A single circuit can(T) carry traffic to and/or from any mileage band. The rates are automatically applied to the actual traffic originating from a specific location based upon the rate step in which the traffic terminates.

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Ervin F. Kamm Jr., President  
6900 Wedgwood Road, Maple Grove, MN 55311

4. SERVICE AND RATE DESCRIPTION (Continued)

4.3 VNS Services (Continued) (T)

There are four types of calling available via VNS 1) (T) On-net to On-net calling provides the "private network" type calls (7-digit dialing) between locations linked by dedicated access. 2) On-net to Off-net calling provides dedicated access WATS type calls (ten digit dialing) which terminate to off-network locations via the public switched network. 3) Off-net to On-net calling provides dialing from remote locations via the public switched network to On-net (dedicated access) locations. 4) Off-net to Off-net calling provides switched access originated calling that terminates via the public switched network.

.1 VNS Optional Features (T)  
(D)

.1 Route Advance

In the event that a call terminating On-net, cannot be completed because all of the dedicated access lines are in use at the terminating location, the 7-digit On-net number can be converted to the 10-digit Off-net number of the busy location and the call can be completed as a toll free call over the public switched network.

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4. SERVICE AND RATE DESCRIPTION (Continued)

4.3 VNS Services (Continued) (T)

.1 VNS Optional Features (Continued) (T)

.2 Forced Route Advance

An Off-Net location can be assigned a 7-digit On-net number with Forced Route Advance. The 7-digit number will be converted to the 10-digit Off-net number of the Forced Route Advance location and the call can be completed via the public switched network.

.3 Switched Data Services

Switched Data Services (VNS 56) is available (T) between two dedicated access locations on the Carrier's VNS network. This service (T) supports digital data communications between these locations at 56 or 64 Kbps. Charges for the service is the same as an On-net to On-net VNS call. Access arrangement is via (T) LEC provided T-1 access or 56 Kbps digital local loop service.

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4. SERVICE AND RATE DESCRIPTION (Continued)

4.4 Card Services

(T)

Optima Card Service is available from all locations within the State of Kentucky. Access to the service is gained by dialing "1-800-877-8000" plus "0," the called number, and a card number. Appropriate VNS per minute rates apply plus a per call surcharge, as described in Section 5.4.

(D)

4.5 Directory Assistance

The Carrier provides the service of connecting its subscribers to Directory Assistance for a charge, as described in Section 5.3. Subscribers will be subject to the regulations governing Directory Assistance pertaining to the number of Directory Assistance listings requested per call as allowed in the State of Kentucky by the Public Services Commission.

A credit allowance for Directory Assistance will be provided upon request if the subscriber experiences poor transmission quality, is cut-off, receives an incorrect telephone number, or misdials the intended DA number.

In addition subscribers will be eligible for a complimentary allowance of two (2) free calls per month.

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Ervin F. Kamm Jr., President  
6900 Wedgwood Road, Maple Grove, MN 55311

4. SERVICE AND RATE DESCRIPTION (Continued)

4.6 Operator Service

Operator Services are available from all locations within the State of Kentucky for a charge as described in Section 5.4. The specific services are:

1. Collect Station-to-station
2. Collect Person-to-person
3. Person-to-person
4. Station-to-station
5. LEC\* calling card, Person-to-Person
6. LEC\* calling card, Station-to-Station
7. Directory Assistance call completion
8. Third Party Billing, Person-to-Person
9. Third Party Billing, Station-to-Station
10. Operator-Dialed Surcharge\*\*

Charges for Operator Services are charged on a per-minute basis under the appropriate usage rate customer(T) has subscribed to. A per call surcharge is also charged. Surcharge depends on the type of Operator Service provided. (D)

\* The Underlying Carrier accepts only cards which it can identify as valid. Usage and Call Placement Charge for LEC Calling Card calls appear on the LEC bill. Volume discounts do not apply.

\*\* This surcharge applies in addition to all Station-to-Station and Person-to-Person Operator Service charges when the Customer has the ability to dial all the digits necessary for call completion but dials "0", "00-", or 10333 + "0" to reach the Underlying Carrier operator to have the operator complete the call. The surcharge will be applied to all Operator Service calls completed by an operator except for 1) calls which cannot be completed by the Customer due to equipment failure or trouble on the Underlying Carrier network; 2) when an Underlying Carrier Card is used, or 3) when a LEC Calling Card is used.

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 Ervin F. Kamm Jr., President  
 6900 Wedgwood Road, Maple Grove, MN 55311

5. RATES

5.1 Promotional Offerings

The Carrier may from time to time engage in special promotional service offerings, of limited duration, designed to attract new customers or to increase existing customer's awareness of a particular tariff offering. Requests for specific, limited duration promotional offerings will be presented to the Commission in accordance with rules and regulations established by the Commission, in the form of an Addendum to the Carrier's Price List. Current promotions are included in Section 6, Promotional Offerings.

(N)

5.2 Monthly Recurring and Installation Charges

Current rates for monthly recurring charges for services, optional features, and installation charges are set forth in the Carrier's Federal tariffs.

5.3 Directory Assistance

Subscribers will be billed at \$.60 per call.

A credit allowance for Directory Assistance will be provided upon request if subscriber experiences poor transmission quality, is cut off, receives an incorrect telephone number, or misdials the intended directory Assistance number.

In addition, subscribers will be eligible for a complimentary allowance of two (2) free calls per month.

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MAY 20 1996

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BY: Jordan C. Neal  
FOR THE PUBLIC SERVICE COMMISSION

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ISSUED BY: **NORSTAN NETWORK SERVICES, INC.**  
Max Mayer, President  
605 N. Highway 169, 12th Floor  
Plymouth, MN 55411

5. RATES (Continued)

5.4 Operator Services

Per minute usage rates are the appropriate usage rate customer has subscribed to, plus a one-time call placement charge for each operator assisted call placed within the State of Kentucky.

Call placement charges are as follows: *Optima*<sup>™</sup> (T)

1.	Collect Station-to-station	\$1.75
2.	Collect Person-to-person	\$3.50
3.	Person-to-person	\$3.50
4.	Station-to-station	\$1.75
5.	LEC calling card, Person-to-person	\$3.50
6.	LEC calling card, Station-to-station	\$ .80
7.	Directory Assistance call completion	\$1.75
8.	Third Party Billing, Person-to-Person	\$3.50
9.	Third Party Billing, Station-to-Station	\$1.75
10.	Operator-dialed surcharge	\$ .75

All operator services except *Optima*<sup>™</sup> Card calls will(T) be billed by the LEC's on behalf of the Carrier's Underlying Carrier(s).

5.5 *Optima VNS Services*<sup>™</sup> (T)

.1 Per Minute Rates

VNS rates are per minute rates for calls originating and terminating within the State of Kentucky, with fractional calls rounded up to the next one-tenth minute. Charges associated with Off-net to Off-net calling are comprised of usage charges plus a surcharge, if applicable.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

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PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY: *Jordan C. Reed*  
FOR THE PUBLIC SERVICE COMMISSION

ISSUED: September 26, 1994 EFFECTIVE: October 28, 1994  
Filed under authority of Order No. 92-041 issued by The  
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ISSUED BY: **NORSTAN NETWORK SERVICES, INC.**  
Ervin F. Kamm Jr., President  
6900 Wedgwood Road, Maple Grove, MN 55311

5. RATES (Continued)

5.5 Optima VNS Services™ (Continued) (T)

.1 Per Minute Rates

Rates are for calls originating and terminating within the State of Kentucky.

Call type	Day	Evening	Night/Weekend
On-net to On-net	.0650	.0560	.0560
On-net to Off-net	.1110	.0980	.0980
Off-net to On-net	.1110	.0980	.0980
Off-net to Off-net	.1850	.1640	.1640

.2 VNS Routing Features

The Route Advance and Forced Route Advance charges specified below are in addition to the appropriate VNS rate for the call, whichever is applicable.

- .1 Route Advance: \$.06 per minute
- .2 Forced Route Advance: \$.06 per minute

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5. RATES (Continued)

5.5 *Optima VNS Services™* (Continued) (T)

.3 Volume Discounts:

Total Monthly Usage*	Dedicated Access <u>(Domestic)</u>	Switched Access <u>and International</u>
\$ 10,000 - 14,999.99	4.00%	2.00%
\$ 15,000 - 19,999.99	6.00%	4.00%
\$ 20,000 - 24,999.99	8.00%	6.00%
\$ 25,000 - 29,999.99	10.00%	7.00%
\$ 30,000 - and Over	12.00%	8.00%

NOTE:

- Monthly usage billings is the net amount of usage-based billings, excluding recurring charges, surcharges, installation and taxes.
- All monthly usage billings for all of a customer's Norstan *Optima VNS™* Services are (T) combined together to determine total monthly usage billing.
- Discounts at the achieved usage level apply to all of the eligible usage during the month.

5.6 Card Service

VNS Off-net to On-net and Off-net to Off-net usage rates, whichever is applicable, set forth in Section 5.5.1 will apply for each call plus the following surcharge:

Charge per call: \$ 0.50 (I) *Optima Card* PUBLIC SERVICE COMMISSION OF KENTUCKY EFFECTIVE

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PURSUANT TO 807 KAR 5.011, SECTION 9(1)

BY: *Justin C. Reed*  
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5. RATES (Continued)

5.6 Card Service (Continued)

NOTE: If an operator assisted call is placed using **Optima Card™**, the applicable Operator Service Call(T) Placement Charge will apply in lieu of the **Optima Card™** charge. (T)

5.7 Inbound Service

Per-minute rates for calls terminating in an Underlying Carrier service location through dedicated facilities and originating anywhere within the State of Kentucky.

**Optima 800 Plus™** (T)

Each fractional call is rounded up to the next one-tenth minute. All calls are subject to a 30-second minimum average time requirement (MATR) per service group.

Day	Evening	Night/ Weekend
-----	-----	-----
.1860	.1700	.1600

**Classic 800 Plus™** (T)

Billing increments are one (1) second with 30 second minimum average time requirement (MATR) per service group.

Day	Evening	Night/ Weekend
-----	-----	-----
.1938	.1775	.1667

PUBLIC SERVICE COMMISSION  
 OF KENTUCKY  
 EFFECTIVE

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5. RATES (Continued)

5.7 Inbound Service (Continued)

Per-minute rates for calls terminating in an underlying carriers service location through switched facilities and originating anywhere within the State of Kentucky.

*Optima 800* ®

(T)

Each fractional call is rounded up to the next one-tenth minute. All calls are subject to a 30-second minimum average time requirement (MATR) per service group.

Day	Evening	Night/ Weekend
-----	-----	-----
.2650	.2650	.2650

*Classic 800*®

(T)

Billing increments are one (1) second with 30 second minimum average time requirement (MATR) per service group.

Day	Evening	Night/ Weekend
-----	-----	-----
.2500	.2500	.2500

PUBLIC SERVICE COMMISSION  
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5. RATES (Continued)

5.8 Outbound Services

Per-minute usage rates for calls originating in any underlying carrier's service location via dedicated access and terminating in any location with the State of Kentucky.

*Optima Plus™* (T)

Each fractional call is rounded up to the next one-tenth minute.

Day	Evening	Night/ Weekend
-----	-----	-----
.1220	.1160	.1080

*Classic Plus™* (T)

Billing increments are 6 seconds with 18 second minimum.

Day	Evening	Night/ Weekend
-----	-----	-----
.1110	.0980	.0980

PUBLIC SERVICE COMMISSION  
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5. RATES (Continued)

5.8 Outbound Services (Continued)

Per-minute rates for calls originating in an underlying carriers service location via switched access and terminating in any location within the State of Kentucky.

*Optima One*<sup>®</sup> (T)

Each fractional call is round up to the next one-tenth minute.

Day	Evening	Night/ Weekend
-----	-----	-----
.1920	.1920	.1920

*Classic One*<sup>®</sup> (T)

Billing increments are 6 seconds with 18 second minimum.

Day	Evening	Night/ Weekend
-----	-----	-----
.1920	.1800	.1800

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6900 Wedgwood Road, Maple Grove, MN 55311

5. RATES (Continued)

5.9 Private Line Services

.1 Optima T-1 Service™ (T)

.1 Base Intercity Rates

This charge is for transmission from one POP of the Underlying Carrier to another POP of the Underlying Carrier within the State of Kentucky. All charges are based on airline mileage as calculated using the formula presented in Section 3.13.

SERVICE COMMITMENT TERM	FIXED CHARGE/MONTH/CIRCUIT	PER MILE CHARGE/MONTH
MONTHLY	\$335.00	\$8.70
1-YEAR	\$290.00	\$7.30
2-YEAR	\$275.00	\$7.15
3-YEAR	\$255.00	\$6.90

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5. RATES (Continued)

5.9 Private Line Services (Continued)

.1 Optima T-1™ Service (Continued) (T)

.2 T-1 Access Charges

Local exchange Carrier (LEC) access ordered by the Carrier for the subscriber will have a monthly recurring charge which will be the LEC's charge for providing the access line. Cost of installation is provided below.

ACCESS FACILITY	MONTHLY RECURRING CHARGE	INSTALLATION CHARGE
Local Access	LEC cost	\$1165.00
Co-located Access (minimum 15 active channels)	\$300.00	\$300.00
Central Office Connection (per end)	\$60.00	\$295.00
Local Access Coordination (per end)	\$0.00	\$0.00
Special Access Surcharge *	\$600.00	

Access Coordination applies only where Carrier acts as agent and orders local access. Central Office Connection charges will apply in all cases.

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 OF KENTUCKY  
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5. RATES (Continued)

5.9 Private Line Services (Continued)

.1 Optima T-1 Service™ (Continued) (T)

.2 T-1 Access Charges (Continued)

Any special construction or non-standard charges by the LEC supplying the T-1 access will also be the responsibility of the subscriber.

\* When a local distribution facility is provided by a LEC, a monthly Special Access Surcharge will be applied to each voice grade equivalent circuit end. The surcharge, however, will not apply to those subscribers who furnish the Carrier with an Exemption Certificate.

PUBLIC SERVICE COMMISSION  
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BY: Jordan C. Paul  
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ISSUED BY: **NORSTAN NETWORK SERVICES, INC.**  
Ervin F. Kamm Jr., President  
6900 Wedgwood Road, Maple Grove, MN 55311

5. RATES (Continued)

5.10 Optima Volume Discounts<sup>TM</sup> (T)

.1 Optima Volume Discount Schedule

TOTAL MONTHLY USAGE BILLING		DISCOUNT
\$0.00	to \$999.99	0.00%
\$1,000.00	to \$1,999.99	1.00%
\$2,000.00	to \$4,999.99	2.00%
\$5,000.00	to \$9,999.99	3.00%
\$10,000.00	to \$14,999.99	4.00%
\$15,000.00	to \$29,999.99	5.00%
\$30,000.00	and Over	6.00%

NOTE:

- Monthly usage billings is the net amount of usage-based billings, excluding recurring charges, surcharges, installation and taxes.
- All monthly usage billings for all of a customer's Norstan *Optima*<sup>TM</sup> products are combined (T) together to determine total monthly usage billing (except VNS and Private Line).
- Discounts at the achieved usage level apply to all of the eligible usage during the month.

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 6900 Wedgwood Road, Maple Grove, MN 55311

6. PROMOTIONAL OFFERINGS

(N)

Spring Promotion

Norstan Network Services, Inc. is offering flat rate pricing to existing and prospective customers of Norstan Communications, who award 80% of their long distance services to Norstan Network Services, Inc. This commitment is for a three (3) year Term and applies to four products only, Optima One®, Optima Plus<sup>SM</sup>, Optima 800®, and Optima 800 Plus<sup>SM</sup>. The flat rate will be applied to all intrastate calls. Customers must subscribe to this promotion by July 1, 1996 and have an order placed by October 1, 1996.

**PROMOTIONAL PRICE LIST**

<u>Product</u>	<u>Rate/Min.*</u>
Optima One®	\$.1572
Optima Plus <sup>SM</sup>	\$.0965
Optima 800®	\$.1893
Optima 800 Plus <sup>SM</sup>	\$.1546

(N)

PUBLIC SERVICE COMMISSION  
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MAY 20 1996

PURSUANT TO 807 KAR 5.011,  
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BY: Jordan C. Neel  
FOR THE PUBLIC SERVICE COMMISSION

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ISSUED BY: **NORSTAN NETWORK SERVICES, INC.**  
Max Mayer, President  
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